

Job description: Academic and Student Experience Officer

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| **College/School:** | The College, Swansea University |
| **Salary:** | £23,750 - £27,450 per annum depending on experience |
| **Contract:** | Full-time permanent, following successful 3 month probation period |
| **Location:** | This position will be based at Bay Campus, Swansea but may be required to attend meetingson Singleton Park Campus from time to time. The role will be office based with potential for 2 days a week maximum working from home. During busy periods there may be a requirement to work evenings/weekends or additional days in the office.  |
| **Closing date:** | 09:00 on Monday 13th January 2025 – please follow the instructions at the end of the job description for submitting applications, *do not complete the University online application form.* |

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| **Introduction** | The College, Swansea University is a Joint Venture partnership between Swansea University and Navitas plc, a highly successful, decade-long partnership, founded originally as International College Wales, Swansea (ICWS). The College, Swansea University was launched in 2018 and, with the completion of a brand new academic building (October 2018) and dedicated student accommodation (January 2019), this marks a new phase in this relationship.The College sits within the Swansea University brand and delivers a comprehensive portfolio of pathway programmes which lead to both Undergraduate and Postgraduate degrees at Swansea University. |
| **Background information** | The Academic and Student Experience Officer is a critical member of the College team in the administration of the key aspects of the student life cycle. The successful candidate will work across all functions of the team, covering both Academic and Student services. The role is multi-faceted and will require someone who is willing to learn and is happy working in a fast paced environment. Team work will be an essential requirement of the role, as will a high level of customer service and a can do attitude. The role requires a high energy, self-starter who is able to use their initiative and be an active and productive member of a cross functional team. |
| **Main Purpose of Post** | 1. Provide excellent customer service to all stakeholders of The College, in particular our students.
2. Ensure that all student enquiries are dealt with in a professional and prompt manner.
3. Signpost students to support services available to them both within The College and in the wider University setting.
4. Support the new intakes of students across a number of programmes and subject areas across The College.
5. Administrate the examinations and assessments moderation and examination processes for The College.
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| **General Duties** | 1. Participate in and enhance front line student communications, including helpdesk and LiveChat
2. To strive to improve the student experience at The College, working with team members across the College on enhancement activities each semester.
3. To ensure accurate recording of all student communications via The College CRM.
4. Working closely with other members of Student Services team to provide a high level of customer service to all stakeholders of The College.
5. To carry out other duties as may be required on an ad hoc basis.
6. To ensure knowledge and understanding of systems and processes across Student services in order to best advise and support students of The College.
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| **Person Specification** | **Essential Criteria:****Values:*** Demonstrable evidence of taking pride in delivering professional services and solutions
* Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers
* Demonstrable evidence of providing a caring approach to all customers ensuring a personalised and positive experience

**Qualification:*** An honours degree or equivalent, or significant and relevant work experience.

**Experience:*** Experience of working in a busy customer orientated environment, including dealing with stakeholders face to face, on the telephone and via email.
* Experience of using IT systems

**Knowledge and Skills:*** A strong team player who is able to work autonomously when required.
* The ability to communicate with staff and students from a diverse range of cultural and educational backgrounds.
* Excellent administration skills.
* Good time management, with the ability to prioritise duties and seek clarification and guidance from a Manager when faced with competing priorities.
* A can do mentality and an open and flexible mindset.
* Ability to use own initiative but to also know when to escalate issues/situations.

**Desirable Criteria:*** + A commitment to continuing professional development
	+ Experience of working in higher education, particularly with international students
	+ The ability to speak Welsh
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| **Application Information** | A covering letter demonstrating your suitability for the role, along with your CV should be sent to Liz Stratton, Director of Student Life, The College, Swansea University: e.stratton@swansea.ac.uk Please note that the role requires candidates to have eligibility to work in the UK. |